



AFI 2700

Serial No.: 09/595,697
Filed: June 16, 2000
Group Art Unit: 2642

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FEB 24 2004

Date: February 18, 2004
Technology Center 2600

COMMISSIONER OF PATENTS
Alexandria, VA 22313-1450

Attorney Docket No.: CELLIT-005XX

Sir:

In re application of: Laurence J. Fromm
Entitled: Method and Apparatus for Controlling a Contact Center
Transmitted herewith is an amendment in the above-identified application. The following checked items are applicable:

[] A Petition for Extension of Time for month(s) is hereby made, under §1.136(a); a check in the amount of \$ is enclosed per §1.17.

[] _____ is hereby appointed Associate Attorney by:
Registration No.:

Attorney of Record: Richard J. Musgrave
Registration No.: 44,960

☒ Other: ^{Asm Fair (4)} ~~Three (3)~~ references cited in the IDS filed on 5/15/03. *2pm 2/18/04*

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent 3	- 3	=	x \$84.00 =	
Total 13	- 20	=	x \$18.00 =	
[] Multiple Dependent Claims (1st presentation)			+ \$280.00 =	
SUBTOTAL ADDITIONAL CLAIM FEE				
Small Entity filing, divide by 1/2.				
TOTAL ADDITIONAL CLAIM FEE				

- [X] No additional claim fee.
- [] The claim fee has been calculated above; check number in the amount of \$0 is enclosed.
- [X] In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.
- [X] The Commissioner is hereby authorized to charge payment of any additional filing fees under §1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, Alexandria, VA, 22313-1450 on February 18, 2004.

SUBMIT IN TRIPLICATE

Richard J. Musgrave
Attorney of Record: Richard J. Musgrave
Registration No. 44,960



PATENT

#13k

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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In re application : Laurence J. Fromm
Serial No. : 09/595,697
Filed : June 16, 2000
For : Method and Apparatus for Controlling a
Contact Center
Attorney's Docket : CELLIT-005XX
Examiner : Al Aubaidi, Rasha S
Group Art Unit : 2642

FEB 24 2004 2/26/04

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3/14/04

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop AF, Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on February 18, 2004.

By

Richard J. Musgrave

Richard J. Musgrave, Esquire
Registration No. 44,960
Attorney for Applicant

RESPONSE AND AMENDMENT TO FINAL OFFICE ACTION

Mail Stop AF
Commissioner of Patents
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir or Madam:

In response to the Office Action dated December 9, 2003, please consider the following and amend the above-identified Patent Application as follows:

Amendments to the claims are reflected in the listing of claims, which begin on page 2 of this paper.

Remarks and arguments begin on page 8 of this paper.

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R.S.
2/27/04